

Turnitin/GradeMark and LiveText

Information and Processes

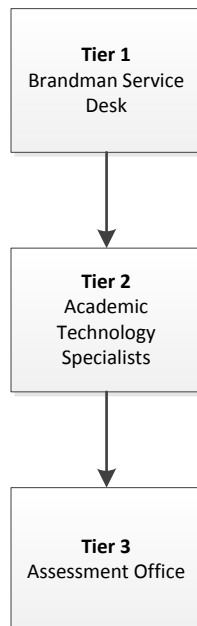
Assessment Office

9/29/2016

Turnitin/GradeMark

GradeMark is a plug-in within Blackboard and a grading tool provided by Turnitin that is accessible to all those who have a Brandman account. Students submit their papers as Turnitin assignments into a GradeMark depository, which then instructors can drag standard or custom comments directly onto the paper as well as attach developed, pre-built rubrics to the assignment. These rubrics are developed by faculty in the schools for each course, sent to the Assessment Office for review, and then provided to Academic Technology Specialists to build into Blackboard Turnitin. After instructors have graded an assignment using the rubric features, they can submit grades to the “Grade Center” within their course by selecting “Apply rubric percentage to grade”. After grades are posted by the instructor, students can access GradeMark to review comments and print or save a copy of the graded files.

Workflow for GradeMark Issues:



The Service Desk is the first line of support (e.g. web browser, connectivity issues, etc.). Specific student and faculty questions are escalated to Academic Technology Specialists (bbas@brandman.edu for Arts and Sciences and bbbps@brandman.edu for Business and Professional Studies). Academic Technology Specialists will determine whether requests need to be routed to the Assessment Office for further investigation.

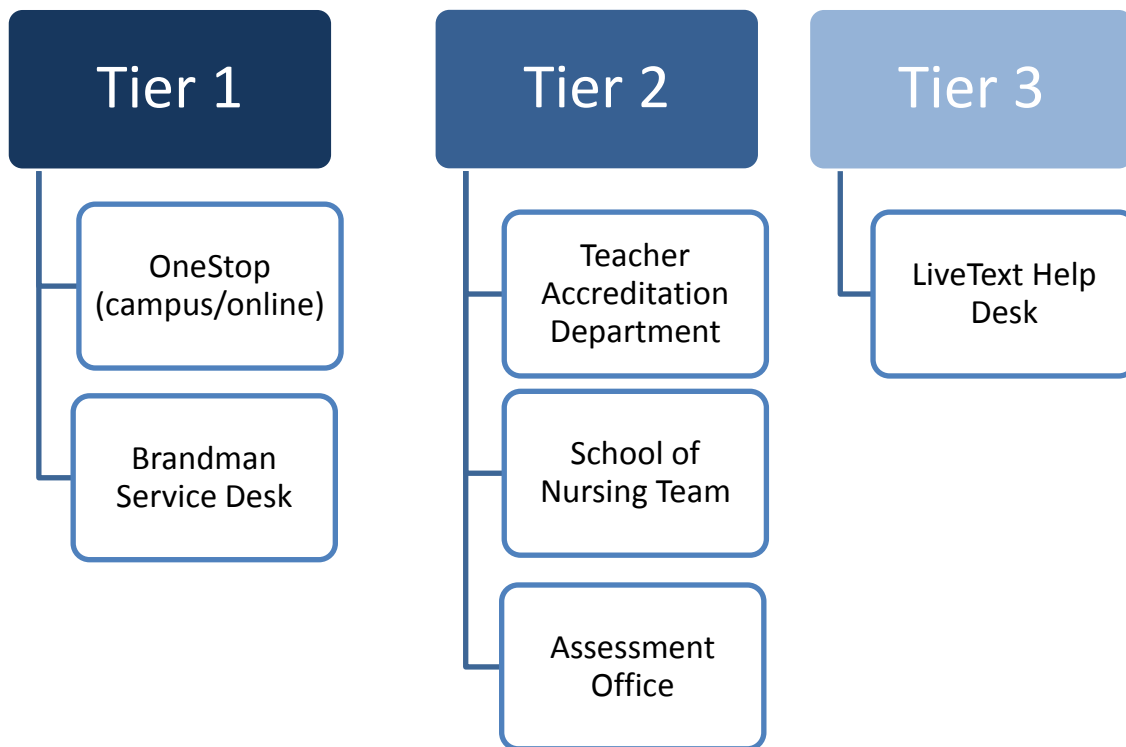
Helpful hints for Faculty:

- Recommend using Mozilla Firefox internet browser (instead of Internet Explorer).
- When you first begin, rubrics are not automatically attached.
- The correct rubric already exists in the GradeMark library. Attach the corresponding rubric.
- Signature Assignments within Turnitin start with "SA_".
- You will not need to repeat the process of attaching the rubric after you have attached it to the first assignment you grade within GradeMark.
- The Center for Instruction Innovation has developed an updated video to assist faculty with grading in Turnitin: <https://youtu.be/Evybg6CoGC4?list=PLyTAuqpFkDNk9P6HiZ-bXBq1Ycgl61R2q>

LiveText

LiveText is a tool for developing, assessing, and measuring student learning at the individual student level by course. Similar to the GradeMark process, rubrics that were initially developed by faculty in the schools for each course are provided to the School of Nursing and School of Education to build into LiveText. These rubrics are used to assess the assignments for each course. In addition, LiveText currently provides an environment for managing and assessing portfolios and for Teacher Education Services to manage some aspects of student teaching. School of Education students purchase LiveText through a Brandman University institutional fee (a one-time purchase fee that will provide five years of ownership before it will need to be renewed again). The LiveText fee for the School of Nursing is included in their tuition. LiveText has its own technical support team that will assist with technical questions and issues.

Workflow for LiveText Issues



- **Service Desk:** First line of support (e.g. web browser, connectivity issues, keycode)
- **OneStop:** Can also help students with finding keycode and instructions in Self-Service.
- **Teacher Accreditation Department** (credential@brandman.edu) for Education courses: Creating assignments, curriculum implementation, addressing questions as to why it is used. (e.g., if

students or faculty cannot see their assignments or rubrics). If the Teacher Accreditation Department is unable to assist with the problem, it will be escalated to Patricia Wick (Associate Dean of Accreditation and Assessment) at pwick@brandman.edu or Evelyn Sullivan (SOE Assessment Manager) esulliva@brandman.edu for resolution.

- **School of Nursing Team:** Students should contact LiveText support with technical issues regarding formatting and managing documents within LiveText. Students should contact their instructor for help with assignment or grade functions. Instructors may refer students to Gail Hock (Assistant Professor & Director of CCNE Activities). Faculty who need a keycode, instructions for registering for a LiveText account, or questions regarding creating assignments or grading them should send an email to Assistant Professor Gail Hock at ghock@brandman.edu.
- **Assessment Office:** The Assessment Office should be contacted when data issues arise (e.g. student/faculty is listed incorrectly in a course section; additional student/faculty needs to be added or removed). If the Assessment Office is unable to assist with the problem, it will be escalated to Information Technology or LiveText Support for resolution.
Contacts: Twyla Tanaka (Director of Accreditation and Assessment) at tanaka@brandman.edu or Elizabeth Zuniga (Assessment Specialist) at ezuniga@brandman.edu.
- **LiveText Service Desk:** Technical support (e.g., if LiveText's site is down)

LiveText FAQ

Question: What is LiveText?

Answer: Between classes, homework, activities, work, family, and friends, your schedule is jam packed. LiveText can help you stay organized by managing all of your course and assignment priorities. In using LiveText's services, you will see yourself become a more reflective learner and productive worker. LiveText's offers you a digital workspace to author any sort of document - assignments, journals, lessons, e-portfolios, and more. You can share these documents instantaneously with professors, classmates, and groups for assessment and collaboration.

Question: What are the system requirements to use LiveText?

Answer: To be able to access LiveText you will need a computer with an internet connection and a web browser. For the internet connection, a (DSL/Cable/T1) broadband connection is recommended. A 56K Dial-Up Internet connection is a minimum requirement. For the web browser, Firefox is the most preferred browser. The most updated version is recommended for all web browsers for optimal viewing.

Question: How much does LiveText cost?

Answer: \$120 one-time institutional fee.

Question: How do I register for LiveText?

Answer: The Service Desk and One-Stop advisors can explain to students how to obtain a Keycode from Self-Service. Students in the School of Nursing and Health Professions will register for LiveText at their

first immersion. Students in the School of Education can check with OneStop or their Advisor on where to find the directions and how to register for LiveText. Students may also visit the MyBrandman, School of Education, SOE Services site located at:

https://my.brandman.edu/student/academics/educational_opportunities/SOEServices/Pages/default.aspx

Question: How long does my LiveText account last?

Answer: The LiveText Student Membership - Standard Edition offers you full access to LiveText Solutions for the entire time you are enrolled in a program plus an additional year beyond graduation (a maximum of 5 years). Renewal rates to extend services after LiveText membership expiration are available for one, two, and three-year periods.

Question: My Livetext keycode expired.

Answer: As of 2014, keycodes no longer possess an expiration date for registration with Livetext. If you have purchased your LiveText keycode prior to 2014 and are encountering an expired keycode, please contact LiveText directly at 1-866-LiveText (1-866-548-3839). LiveText will reissue a new keycode if you have not accessed the keycode within a year. LiveText will extend student's license on a case to case basis.

Question: I forgot/don't know my username/password.

Answer: Go to the LiveText Forgot Username/Password website to retrieve your information.

Question: I do not see my course.

Answer: Students should check with their Academic Advisor to assure that they are properly enrolled in the course. If they are, then they should contact the Brandman Service Desk, who will route the inquiry to the Assessment Office.

Question: What information do I need to know if I'm enrolled in a field experience based course?

Answer: Students in the School of Nursing and Health Professions should contact their instructor to determine whether they will be using the field experience functions. View more information as to how LiveText may impact your field work by visiting the LiveText & Field Experiences website.

Question: How do I use a LiveText template that my instructor has provided and how do I submit my work for an assignment?

Answer: LiveText has videos and step by step written instructions on all basic functions in the Help section of LiveText. You may view these instructions by going to https://c1.livetext.com/c1_help/for_students/. (Note: login is required to access this web page)

Question: How do documents work in LiveText?

Answer: When using LiveText, it is a good idea to remember that there are two types of documents you will be working with. There are: LiveText Documents and then there are All Other Types of Documents. The following highlights the differences between the two:

- LiveText Documents are:
 - Documents that are created (authored) in LiveText.
 - Created/accessed through the "Documents" tab, through a template, or through sharing.
 - Usually templates to be used in assignments/projects or rubrics to be used for assessment.
- All Other Types of Documents are:
 - Documents that are created (authored) outside of LiveText.
 - Documents such as Word documents, Excel spreadsheets, PowerPoint presentations, Adobe PDF files, JPEG picture files, and QuickTime movies.
 - Documents that have to be uploaded in order to be used within LiveText.

When submitting assignments, it is a good idea to remember that if you are working on a document outside of LiveText, you will eventually have to upload that document in order to submit it within a LiveText course.

Question: Content from the LiveText website is not printing correctly.

Answer: Print outs of LiveText web pages, or documents such as rubrics, not printing correctly could be the result of the settings in your computer's web browser. The steps to allow the shaded areas to be printed are listed below for Internet Explorer and Mozilla Firefox web browsers.

- For Internet Explorer:
 - Click Tools
 - Click Internet Options
 - Click the tab for Advanced
 - Scroll down to the Category for Printing
 - Place a check in the box for Print background (Colors and Images)
 - Click Apply and Ok
- For Mozilla FireFox:
 - Click on File
 - Click Page Setup
 - Place a check in the box for Print background (Colors and Images) and click Ok

Question: Student – I have an extension to complete an assignment from a previous term, but I do not see the course in the dashboard? Or Faculty – I need to grade an assignment from a previous term, but I do not see the course in the dashboard?

Answer (Students):

- The courses from a previous term no longer appear on the dashboard by default. They can access this term by going to the upper right and clicking "View Other Terms" and selecting it from the menu. The current term should still be active on their dashboard, assuming they are actually taking a course in that term.
- They can still submit work they have not turned in after the term is over. Keep in mind that the only way to do this is to select the term in the process mentioned above.

- They cannot withdraw a submission. Once they turn something in, there is no more changing their mind. (The button is grayed out and if they click it, it will give the same message as if the due date had passed or instructor had already started their assessment)
- They cannot use assignment templates. Templates expire when the term ends. Any student who hasn't yet started an assignment will not be able to use the template for the assignment anymore. If the student hasn't even started the assignment and use the template by the time the term ends will have to get their hands on the template some other way. The common practice is for the template creator or the professor to share it with their account directly. (They will encounter a message that says they cannot use the template once the term is over)

Answer (Faculty):

- They can review and assess student work from the past term. Just as the students have to use the "view other terms" function to access the expired term, so do faculty.
- They can request resubmissions and work with drafts with as many iterations as they need to reach a final decision. Since students are not prevented from submitting after the term is over, instructors can continue to work with them as long as they feel is necessary.
- They cannot undo assessments. Similar to how students cannot withdraw assignments, faculty who submit an assessment cannot undo it. Make sure that faculty know that when the assessment goes to the "green" column, it is recorded permanently at that point if the term is over. (They will see an error that alerts them to the fact that they cannot undo an assessment once the term is over)

Question: Where can I get LiveText support?

Answer: Online support for LiveText is available through the LiveText Support website, via email at support@livetext.com. To receive LiveText support over the telephone call 1-866-LiveText (1-866-548-3839).

Hours of Operation

Monday - Thursday 7:00am to 9:00pm (CT)

Friday 7:00am to 6:00pm (CT)

Sunday 12:00pm to 9:00pm (CT)

Questions for Service Desk Regarding LiveText:

Student calls stating s/he cannot get into LiveText:

Service Desk: Have you received your LiveText code and then registered with LiveText?

Student: No, I never received a keycode.

Service Desk: You actually pay for LiveText when you enrolled in your education courses. You will be able to find the keycode under Banner Self Service. Let me walk you through it. (After they walk them through it) – Now that you have your keycode you would go to Livetext.com and register.

Or

Service Desk: Have you received your LiveText code and then registered with LiveText?

Student: Yes, I paid for it because it was on my tuition bill, but I never received a keycode.

Service Desk: You will be able to find the keycode under Banner Self Service. Let me walk you through it. (After they walk them through it) – Now that you have your keycode you would go to Livetext.com and register.

Or

Service Desk: Have you received your LiveText code and then registered with LiveText?

Student: Yes, but I still can't get into LiveText.

Service Desk: Okay. I would recommend calling LiveText support for additional assistance.

Faculty calls stating s/he cannot get into LiveText:

Service Desk: Have you received your LiveText code and then registered with LiveText?

Faculty: No, I never received a keycode.

Service Desk: As a faculty member you are given LiveText for free. Are you teaching for the SOE or the SNAHP?

Faculty: SOE

Service Desk: Please hold while I transfer you to the Teacher Accreditation Department. They can assist you. Just in case we get cut off you may reach them directly at 949-341-9899 or credential@brandman.edu. Thank you and please hold.

Faculty: SNAHP

Service Desk: Please send an email to Gail Hock at ghock@brandman.edu. She will be able to assist you.

Additional Documentation:

Center for Instructional Innovation provides additional documentation and videos for students and faculty.

Student topics include:

- Directions on accessing LiveText Keycode and Registering Your LiveText Account
- Submitting an Assignment from a Template
- Submitting an Assignment without a Template
- Viewing Assessment Results from the Dashboard

Faculty topics include:

- Registration guide
- Grading Student Submissions
- LiveText for Student-Teacher Supervisors

<http://www.brandman.edu/cii>

<https://www.brandman.edu/cii/faculty>

<https://www.brandman.edu/cii/students>